

## Job Description

<b>Job Title:</b>	Job Coach	<b>Job Number:</b>	
<b>Service:</b>	City Employment & Wellbeing Service	<b>Grade:</b>	4
<b>Location:</b>	Job Shop and community		

### Job Purpose:

The post holder will be required to:

- a) Provide advice and support to Coventry residents in economically disadvantaged groups to overcome barriers to work and become economically active, referring them to appropriate services.
- b) Signpost people to relevant training and services within the Employment Team and other provision.
- c) Provide vulnerable people with on-the-job training and support whilst on work placements or in paid employment.
- d) Assist Employer Hub Team with pre job start activities for clients, including recruitment days and employer contact.

### Main Duties and Responsibilities:

1. Deliver a quality service to enable people to get a job.
2. Participate in welcoming customers to the Job Shop and other services, advise them of support available and assist clients in creating/updating CV's and with the completion of job application forms.
3. Carry out job search activities with and on behalf of customers.
4. Facilitate pre planned training sessions for customers.
5. Work intensively with clients on a 1:1 basis without direct supervision, using a variety of techniques to teach the skills necessary to carry out a particular job or task, whilst ensuring approaches used by individual's maximise their independence and interact with available opportunities.
6. Undertake contact visits whilst clients are on placement, referring any issues to a senior member of the team.

7. Liaise with employers, parents/carers and other relevant people in a professional manner in order to develop effective working relationships and ensure the successful movement of client's into the workplace.
8. Promote an understanding of equal opportunities, economic disadvantage and disability amongst employers and other employees to ensure the positive acceptance of clients into the workforce, challenging discrimination or prejudice where necessary.
9. Ensure that client's needs and any concerns regarding their health, safety and welfare are brought to the attention of a senior member of staff.
10. Provide regular progress reports; contribute at review meetings and in the development of individual training plans and on-going evaluation of their effectiveness.
11. Work on a one to one basis with clients in a variety of settings without direct supervision.
12. Following reasonable notice, to be able to work outside usual office hours i.e. early mornings, late evenings, weekends and bank holidays, in order to provide clients with appropriate and consistent support.
13. Assist in the training of clients in the development of independent travel and other work related skills.
14. Maintain accurate files and records in accordance with policies and procedures using both manual and computerised systems.
15. Ensure that confidentiality of clients is maintained.
16. Respect each client by working in a manner, which promotes his/her individuality and ensures that the client has adequate information about available choices.
17. Actively support and encourage clients to use their advocacy and self-help skills at every opportunity, supporting the individual where necessary by developing their awareness of rights and responsibilities.
18. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:**

**Responsible to:** Principle Employment Officer/Business Development Adviser

**Date Reviewed:**

**Updated:** November 2020

## Person Specification

<b>Job Title:</b>	Job Coach	<b>Job Number:</b>	
<b>Service:</b>	City Employment & Wellbeing Service	<b>Grade:</b>	4
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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• An understanding of the issues that unemployed and disadvantaged people face</li> </ul>
	<ul style="list-style-type: none"> <li>• Working knowledge of training and employment initiatives and barrier breaking services currently available in Coventry</li> </ul>
	<ul style="list-style-type: none"> <li>• Understanding the ways in which training opportunities are provided and accessed by people</li> </ul>
	<ul style="list-style-type: none"> <li>• Understanding of the local labour market, linking Barrier Breaking services to employment opportunities</li> </ul>
	<ul style="list-style-type: none"> <li>• Understanding of and commitment to equality, diversity and inclusion opportunities</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Ability to communicate with a range of people in an appropriate way</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to communicate effectively with people at all levels, using various methods dependent on the audience, both verbally and in writing</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to negotiate sensitively with partners and clients to effect necessary outcomes</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to identify gaps in services and organise activities to meet the needs of clients.</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to analyse information from a variety of sources and produce performance information</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to work as part of a team and on own initiative, demonstrating flexibility and resourcefulness</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to produce information from IT systems in a clear format.</li> </ul>
	<ul style="list-style-type: none"> <li>• Good management of personal workload, including ability to resolve conflicting priorities and time management to meet deadlines</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to follow financial procedures, in particular, the ordering and invoicing of goods and the reconciliation of petty cash</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working with colleagues from other organisations towards a common goal</li> </ul>
	<ul style="list-style-type: none"> <li>• Working on own initiative, setting own priorities with minimum supervision</li> </ul>
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• RSA II in Information Technology or equivalent qualification</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**Date Reviewed:**

**Updated:** November 2020